



Policy: 1050
Procedure: 1050.01
Chapter: Quality Assurance
Rule: Quality Assurance Program

Effective: 08/09/2007
Replaces: 1050.01
Dated: 08/01/2007

Policy, Procedures, and Forms

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) Quality Assurance (QA) Unit has the purpose of monitoring and improving designated programs and services in the agency by utilizing QA data.

Rules:

1. The **QA UNIT** shall monitor secure facilities and designated programs and services on an established schedule to determine:
 - a. Levels of performance;
 - b. Quality of services; and
 - c. Compliance with applicable:
 - i. Standards;
 - ii. Policies;
 - iii. Procedures; and
 - iv. Regulations.
 - d. Any necessary coaching, correcting, and teaching needed to bring the monitored program or assignment up to recognized standards.
2. The **QA ADMINISTRATOR AND AGENCY LEADERSHIP** shall:
 - a. Establish:
 - i. A plan for monthly and semiannually scheduled inspections and evaluations;
 - ii. The standards, objectives, and expectations for the specific QA activity before the activity begins;
 - b. Clarify:
 - i. The purpose of the QA activity;
 - ii. The standards or regulations being examined;
 - iii. The proposed outcomes;
 - iv. The expectations for corrective action;
 - v. That the true purpose for each QA activity is continuous improvement and is not necessarily punitive.
 - c. Utilize:
 - i. Direct observation;
 - ii. Inspections:
 - (1) **Incident Driven**- An inspection that results because of an incident (for example, contraband found in one area may result in an incident driven inspection in another area to determine if a problem exists);
 - (2) **Self Generated**- An inspection that was not planned but was a result of something discovered while at the facility. The majority of self generated inspections are minor issues and are corrected on the spot with facility management;
 - (3) **Requested Inspections**-Inspections that are a result of direct requests from ADJC employees. These could be requested by facility management, members of leadership team and others as deemed appropriate. QA shall advise Leadership regarding all requested inspections;
 - (4) **Safety Inspections**-Inspections designed to address specific safety or public safety issues. This could be related to fire safety, physical plant, and other policy or state/federal regulated areas. These could be quarterly, monthly, unannounced, or incident driven. Safety inspections may require specialized training or certifications for inspectors;

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- (5) **Random**-Unannounced visits conducted at various locations, dates, and times. These inspections could examine any issue;
 - (6) **Follow up inspections**-Inspections scheduled to follow up on action plans, specific issues, etc. Follow-up inspections are scheduled 90 days after a formal audit to determine compliance with facility action plan;
 - (7) **Formal Audits**-Regularly scheduled inspections examining specific areas. Formal audits are scheduled every 6months at each facility;
 - (8) **Evaluation Activities**-Activities conducted to evaluate programming, treatment, and other rehabilitative services within ADJC. These inspections could be requested by the Leadership, scheduled with personnel in the respective area, or conducted entirely at random. Evaluation activities require a level expertise that may take more training or subject matter knowledge.
 - iii. Review of management reports;
 - iv. Specific case review;
 - v. Fidelity checks for specific programming.
3. The **QA ADMINISTRATOR** shall use the data generated to create a quarterly agency-wide QA report quarterly designed to inform leadership regarding the current practices within the agency.
4. **AREA ADMINISTRATORS** shall:
 - a. Perform Quality Assurance activities to ensure internal process and policies for QA activities are in place. These divisions include:
 - i. Behavioral Health and Medical Services (Policy 1052 and Procedures 1052.01, .02, and .03);
 - ii. Secure Schools;
 - iii. Education (Special Education Procedure 4475.10); and
 - iv. Legal Division (Procedure 1053.01).
 - b. Design appropriate QA procedures for their respective areas with the support of the QA office;
 - c. Submit Summary Report of QA Activities to the QA office at least quarterly;
 - d. Maintain the supporting documents for the summary report to be available for reference, if the need arises.
5. The **QA ADMINISTRATOR** shall:
 - i. Approve these procedures;
 - ii. Consider them QA policy;
 - iii. Approve any changes;
 - iv. Compile the data generated from these QA activities submitted quarterly by the Area Administrator.
6. The **QA OFFICE**, upon receipt of QA information, shall:
 - i. Verify information and use data to create an agency-wide QA report;
 - ii. Share this report with appropriate leadership quarterly.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By:
08/08/07	Megan McGlynn Ph.D.		